

HEALTH CARE FINANCING ADMINISTRATION

**CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
JANUARY 1986**

REPORTS

RA

412

.3

C367

1986:Jan.

**U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control**

RA
412.3
.C367
1986
Jan.

FOREWORD

This report summarizes the status of claim workloads reported by carriers for January 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Office of Program Quality Evaluation, BQC
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
(301) 597-1880

CARRIER WORKLOADS AND PROCESSING TIMES

JANUARY 1986

HIGHLIGHTS

				January 1986	
	January 1986	December 1985	January 1985	Percent Chg from Dec 1985	Percent Chg from Jan 1985
Number of					
Claims Received	25.84	24.05	23.78	7.5	8.7
Claims Processed	24.51	22.71	23.05	7.9	6.3
Claims Pending	13.70	12.38	11.04	10.7	24.1
Net Assignment Rate	67.6	68.2	66.4	-0.9	1.8
Electronic Media Claims					
Number	6.03	5.46	4.02	10.4	49.9
Percent Received	23.3	22.7	16.9	2.6	37.9
Mean Processing Time (Days)	17.3	15.3	16.5	13.1	4.8
Inquiries Processed					
Total	1.79	1.50	NA	19.1	---
Per 1,000 Claims Received	69	62	NA	11.3	---
Beneficiary	1.33	1.09	NA	21.2	---
Per 1,000 Claims Received	51	45	NA	13.3	---
Provider	0.46	0.41	NA	13.4	---
Per 1,000 Claims Received	18	17	NA	5.9	---
Medicaid Crossover Claims					
Number Transferred to States	2.43	2.23	NA	8.7	---
Transferred via EMC	1.70	1.54	NA	10.2	---
Percent Transferred via EMC	70.0	69.1	NA	1.3	---

NOTE: Numbers in millions

NA- Not available

Executive Summary

- o In January 1986, carrier receipts rose to 25.8 million claims, an increase of 8.7 percent over the 23.8 million claims received in January 1985.
- o The net assignment rate increased 1.8 percent, rising from 66.4 to 67.6 percent over this period.
- o The percent of claims received via electronic media increased 37.9 percent, rising from 16.9 percent in January 1985 to 23.3 percent in January 1986.
- o The number of claims processed, 23.1 million in January 1985, rose 6.3 percent, to 24.5 million in January 1986.
- o For all HCFA-1500s, the average processing time rose 4.8 percent--from 16.5 days in January 1985 to 17.3 days in January 1986.
- o Total claims pending rose from 11.0 million in January 1985 to 13.7 million in January 1986, an increase of 24.1 percent.
 - + During this period, claims pending over 30 days increased 28.7 percent (from 1.4 to 1.8 million).
 - + Claims pending over 60 days (455,000 in January 1985) increased 45.4 percent, rising to 661,000 claims in January 1986.
- o Both the number of inquiries and the ratio of inquiries processed per 1,000 claims received showed an increase in January 1986 compared to the previous month.
 - + The ratio increased 13.3 percent for beneficiary inquiries and 5.9 percent for provider inquiries-- an increase of 11.3 percent overall from December 1985.
- o Medicaid crossover claims transferred to State Agencies or their fiscal agents increased 8.7 percent, from 2.2 million in December 1985 to 2.4 million in January 1986.
 - + Gaining 1.3 percent (from December 1985 to January 1986), the percent transferred via electronic media rose from 69.1 to 70.0 percent.

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, JANUARY 1985 - JANUARY 1986

-----Claims Processed During Month (000s)-----										-----Claims Pending End of Month (000s)-----									
-----Including Replicates-----										-----Total-----									
-----Claims Paid-----																			
Claims Received During Month (000s)	Total Number	Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Number	Days Work On Hand*	Over 30 Days			Over 60 Days							
									Number	Days Work On Hand*	Days Work On Hand*	Number	Days Work On Hand*	Number	Days Work On Hand*				
1985																			
January	23,781.9	23,052.4	18,947.4	82.2	2,301.0	1,804.0	22,907.1	11,044.9	11.6	1,388.4	1.5	454.7	0.5						
February	20,199.4	21,074.2	14,126.5	67.0	5,294.5	1,653.2	20,953.9	10,138.6	10.5	1,466.8	1.5	514.5	0.5						
March	22,634.8	22,633.3	15,993.9	70.7	4,926.5	1,712.9	22,524.0	10,134.4	10.4	1,519.2	1.6	516.9	0.5						
April	23,780.5	22,892.5	17,301.3	75.6	3,799.5	1,791.7	22,789.9	10,973.2	11.1	1,721.5	1.8	633.7	0.6						
May	23,976.4	23,915.7	19,015.4	79.5	3,071.8	1,828.5	23,817.8	10,959.6	10.9	1,787.2	1.8	685.2	0.7						
June	22,346.2	21,754.6	17,909.7	82.3	2,159.6	1,685.3	21,668.9	11,528.5	11.3	1,687.5	1.7	643.9	0.6						
July	24,015.4	23,168.1	19,578.3	84.5	1,794.2	1,795.5	23,074.4	12,337.7	11.9	1,838.9	1.8	664.4	0.6						
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6						
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6						
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---						
October	25,940.4	26,251.4	22,974.9	87.5	1,151.3	2,125.2	26,135.9	10,705.8	9.8	1,513.7	1.4	612.6	0.6						
November	22,332.2	21,806.9	19,161.2	87.9	792.9	1,852.8	21,705.6	11,135.8	10.1	1,563.8	1.4	605.4	0.6						
December	24,048.5	22,709.7	20,074.9	88.4	724.4	1,910.4	22,596.4	12,379.2	11.1	1,841.1	1.7	714.3	0.6						
CY 1985	279,558.9	277,026.8	226,271.6	81.7	28,705.0	22,050.1	275,731.6	---	---	---	---	---	---						
1986																			
January	25,840.4	24,512.4	20,092.5	82.0	2,314.1	2,105.8	24,372.1	13,701.3	12.2	1,787.0	1.6	661.2	0.6						
* See Appendix for formula																			

* See Appendix for formula

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, JANUARY 1985 - JANUARY 1986

Month	Assignment Rate	Ratio of Processed to Received	Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500a Received	HCFA-1500a-- Unassigned-- Percent of Unass'd 1500a Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
January	66.4	96.9	4,023,969	16.9	21.2	8.5	0.6	3.7
February	67.8	104.3	3,700,884	18.3	22.7	9.1	0.6	3.6
March	68.1	100.0	4,162,689	18.4	22.9	8.7	0.5	3.6
April	68.8	96.3	4,536,251	19.1	23.4	9.6	0.4	3.5
May	69.3	99.7	5,012,957	20.9	25.9	9.6	0.4	3.5
June	69.2	97.4	4,499,995	20.1	25.2	8.8	0.4	3.3
July	69.2	96.5	4,903,939	20.4	25.5	9.0	0.4	3.3
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5	3.2
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
JANUARY 1985 - JANUARY 1986

Month	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s			
	Average Processing Time		Percent Distribution		Average Processing Time		Percent Distribution		Average Processing Time		Percent Distribution	
	In Days	1-15 Days	1-30 Days	1-60 Days	In Days	1-15 Days	1-30 Days	1-60 Days	In Days	1-15 Days	1-30 Days	1-60 Days
1985												
January	16.5	59.7	87.8	97.8	15.6	62.6	89.0	98.0	18.4	53.9	85.6	97.3
February	15.5	64.6	90.3	97.7	14.5	67.3	91.3	98.0	17.5	58.9	88.2	97.0
March	13.9	72.1	91.7	98.0	13.0	74.1	92.6	98.4	15.8	67.7	89.8	97.3
April	14.0	70.6	91.6	97.9	13.2	72.5	92.2	98.1	15.6	66.6	90.2	97.3
May	14.4	70.5	91.3	97.5	13.8	71.9	91.5	97.8	15.8	67.4	90.8	97.0
June	15.5	65.8	89.0	97.0	14.8	68.4	89.0	97.1	17.1	59.4	89.0	96.8
July	17.2	58.3	86.2	97.1	16.3	61.9	86.5	97.1	19.4	49.8	85.4	97.0
August	16.2	60.7	87.6	97.4	15.3	64.1	88.4	97.5	18.3	52.8	85.6	97.3
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.9	90.9	97.6
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3
1986												
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	25,840,414	24,512,423	20,092,511	2,314,145	2,105,767	24,372,112	13,701,334	12.2	1.6	0.6
BOSTON REGION	1,643,026	1,681,867	1,410,558	154,936	116,373	1,680,301	1,055,451	8.6	2.1	1.0
CONNECTICUT GENERAL MASSACHUSETTS B/S	351,549	369,213	327,950	14,326	26,937	368,589	310,752	19.0	2.4	0.5
MASSACHUSETTS TRI-STATE	798,090	796,398	662,805	76,442	57,151	795,899	464,684	12.8	4.1	2.3
MAINE	298,950	296,884	243,071	31,602	22,211	296,566	185,109	15.5	3.9	1.7
NEW HAMPSHIRE	134,609	131,138	103,321	18,542	9,275	130,920	66,136	12.0	3.0	1.4
VERMONT	107,930	106,339	89,451	8,464	8,424	106,258	78,982	19.3	4.8	2.0
RHODE ISLAND B/S	56,411	59,407	50,299	4,596	4,512	59,388	39,991	17.2	4.6	1.9
	194,437	219,372	176,732	32,566	10,074	219,247	94,906	11.4	2.3	1.3
NEW YORK REGION	3,634,381	3,337,712	2,758,972	226,201	352,539	3,327,477	2,059,159	13.3	1.4	0.6
NEW JERSEY-PRUDENTIAL	1,040,797	1,045,948	880,996	84,624	80,328	1,040,010	619,368	14.9	1.6	0.8
N.Y.-BINGHAMTON B/S	653,398	548,675	435,661	48,908	64,106	545,719	216,614	8.5	0.6	0.1
N.Y.-NEW YORK B/S	1,478,516	1,458,785	1,208,767	81,731	168,287	1,458,078	833,447	11.8	1.0	0.1
NEW YORK-GROUP HEALTH	264,083	186,496	157,699	5,324	23,473	186,496	197,924	22.8	1.3	0.4
PUERTO RICO B/S	197,587	97,808	75,849	5,614	16,345	97,174	191,806	25.5	5.7	4.5
PUERTO RICO	197,243	97,403	75,642	5,551	16,210	96,772	191,470	25.5	5.6	4.5
VIRGIN ISLANDS	344	405	207	63	135	402	336	19.2	8.5	1.6
PHILADELPHIA REGION	2,962,630	2,927,083	2,330,882	398,016	198,185	2,914,918	950,964	7.3	0.8	0.3
MARYLAND B/S	331,934	330,199	279,391	27,862	22,946	330,023	206,807	15.7	2.3	0.8
PENNSYLVANIA B/S	2,072,588	2,006,241	1,574,583	300,481	131,177	1,996,184	470,078	5.1	0.7	0.3
DELAWARE	72,001	70,021	50,623	14,141	5,257	69,856	12,249	4.4	0.8	0.2
DISTRICT OF COLUMBIA	269,943	266,352	212,081	32,455	21,816	265,587	65,569	5.4	0.7	0.3
PENNSYLVANIA	1,730,644	1,669,868	1,311,879	253,885	104,104	1,660,741	392,260	5.1	0.6	0.3
VIRGINIA-TRAVELERS	373,043	427,720	339,942	55,966	31,812	426,428	159,662	9.1	0.7	0.2
WEST VIRGINIA-NATIONWIDE	185,065	162,923	136,966	13,707	12,250	162,283	114,417	15.0	0.8	0.2
ATLANTA REGION	4,573,508	4,044,951	3,279,812	409,215	355,924	4,014,328	2,285,821	11.7	1.3	0.5
ALABAMA B/S	396,092	378,811	262,164	83,990	32,657	373,944	111,301	6.0	0.6	0.3
FLORIDA B/S	1,905,897	1,615,341	1,307,446	138,417	169,478	1,598,834	823,154	9.9	1.7	0.8
GEORGIA-PRUDENTIAL	493,365	471,451	408,187	30,081	33,183	469,490	336,750	16.6	1.3	0.4
KENTUCKY B/S	349,982	268,171	221,817	19,358	26,996	264,951	221,214	16.3	1.6	0.4
MISSISSIPPI-TRAVELERS	238,512	217,921	176,244	29,581	12,096	217,436	105,187	10.0	0.6	0.1
NORTH CAROLINA-PRUDENTIAL	587,010	511,184	445,260	34,323	31,601	508,737	391,979	17.4	1.6	0.5
SOUTH CAROLINA B/S	227,139	209,177	151,516	39,391	18,270	209,117	80,214	8.1	0.6	0.2
TENNESSEE-EQUITABLE	375,511	372,895	307,178	34,074	31,643	371,819	216,022	11.7	0.7	0.3

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER		TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	DAYS WORK OVER 30 DAYS	
CHICAGO REGION	4,527,022	4,343,981	3,467,417	454,123	422,441	4,333,978	2,385,332	12.5	2.2	0.8
ILLINOIS B/S (HCSC)	917,407	925,444	741,276	91,857	92,311	924,704	408,896	10.3	1.7	0.5
INDIANA B/S	466,675	438,906	354,840	42,729	41,337	437,045	311,506	16.5	4.3	0.9
MICHIGAN B/S	1,237,043	1,209,825	922,355	142,955	144,515	1,209,822	691,620	12.5	3.6	1.9
MINNESOTA B/S	133,382	130,100	94,519	25,341	10,240	129,673	61,709	10.1	1.8	0.7
MINNESOTA-TRAVELERS	151,559	145,925	117,218	14,672	14,035	145,284	62,714	8.3	0.6	0.2
OHIO-NATIONWIDE	1,110,383	982,388	826,752	68,493	87,143	976,057	635,674	14.3	0.8	0.1
WISCONSIN B/S	510,573	511,393	410,457	68,076	32,860	511,393	213,213	10.6	1.0	0.2
DALLAS REGION	2,065,145	1,989,564	1,796,327	102,066	91,171	1,973,565	1,278,047	14.1	1.5	0.5
ARKANSAS B/S	264,951	230,076	195,814	20,389	13,873	229,183	197,306	17.4	0.7	0.1
LA.-ARK. B/S	333,468	297,015	238,596	19,044	39,375	294,491	246,962	17.4	2.0	0.8
NEW MEXICO-EQUITABLE	91,335	87,737	73,746	5,490	8,501	87,619	63,786	13.9	1.1	0.3
OKLAHOMA-AETNA	259,336	225,762	190,111	17,985	17,666	223,806	145,658	13.9	0.6	0.1
TEXAS B/S	1,116,055	1,148,974	1,098,060	39,158	11,756	1,138,466	624,335	12.3	1.7	0.5
KANSAS CITY REGION	1,275,525	1,229,082	964,252	164,619	100,211	1,222,177	585,213	9.4	1.0	0.3
IOWA B/S	455,065	403,664	321,968	52,325	29,371	400,214	181,458	9.1	0.4	0.1
IOWA	313,468	268,907	212,632	38,687	17,588	267,335	118,479	9.9	0.3	0.0*
NEBRASKA	141,597	134,757	109,336	13,638	11,783	132,879	62,979	12.2	0.8	0.1
KANSAS B/S	222,134	221,148	166,992	38,187	15,969	221,105	83,388	8.5	1.2	0.5
MISSOURI B/S	192,634	204,671	153,692	29,612	21,367	201,972	70,329	8.2	1.3	0.7
MISSOURI-GENERAL AMERICAN	405,692	399,599	321,600	44,495	33,504	398,886	250,038	14.7	1.8	0.6
DENVER REGION	543,582	527,740	416,477	74,683	36,580	524,040	261,663	10.8	1.7	0.6
COLORADO B/S	243,733	236,987	188,554	37,152	11,281	235,462	61,825	5.5	0.7	0.2
MONTANA B/S	59,805	65,512	53,560	5,750	6,202	65,218	60,139	22.3	5.1	1.7
NORTH DAKOTA B/S	128,120	118,941	90,037	21,452	7,452	118,461	78,664	14.3	1.7	0.1
NORTH DAKOTA	68,641	63,347	47,096	12,576	3,675	63,173	36,677	12.2	1.1	0.0*
SOUTH DAKOTA	59,479	55,594	42,941	8,876	3,777	55,288	41,987	16.7	2.3	0.1
UTAH B/S	92,675	89,635	70,866	8,862	9,907	88,263	52,292	13.0	2.7	1.7
WYOMING-EQUITABLE	19,249	16,665	13,460	1,467	1,738	16,636	8,743	9.7	0.4	0.1
SAN FRANCISCO REGION	3,174,212	3,002,051	2,531,287	169,588	301,176	2,958,424	2,276,441	16.0	2.0	0.5
ARIZONA-NEVADA-AETNA	449,631	443,314	366,312	31,227	45,775	441,613	288,227	15.5	2.4	0.7
ARIZONA	372,989	352,672	292,833	23,290	36,549	351,150	246,642	16.3	2.3	0.7
NEVADA	76,642	90,642	73,479	7,937	9,226	90,463	41,585	11.8	2.4	1.0
CALIFORNIA B/S	1,188,807	1,103,569	940,992	63,908	98,669	1,097,737	990,815	18.2	3.5	0.8
CALIFORNIA-OCCIDENTAL	1,446,517	1,359,644	1,143,514	64,987	151,143	1,323,791	938,271	14.3	0.9	0.2
HAWAII-AETNA	89,257	95,524	80,469	9,466	5,589	95,283	59,128	15.2	1.0	0.3

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1986

CARRIER	CLAIMS RECEIVED			CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	787,652	772,407	611,370	104,606	56,431	769,619	315,838	9.3	0.6	0.1	0.1
ALASKA-OREGON-AETNA	262,060	237,323	193,447	25,384	18,492	236,096	133,792	11.5	0.7	0.1	0.1
ALASKA	8,610	8,562	6,253	872	1,437	8,462	2,737	7.5	0.9	0.1	0.1
OREGON	253,450	228,761	187,194	24,512	17,055	227,634	131,055	11.7	0.7	0.1	0.1
IDAHO-EQUITABLE	61,683	64,519	44,653	14,819	5,047	64,481	13,201	4.2	0.1	0.0*	0.0*
WASHINGTON B/S	463,909	470,565	373,270	64,403	32,892	469,042	168,845	8.7	0.6	0.1	0.1
CHELAN	10,107	9,848	7,498	1,198	1,152	9,835	3,528	6.5	0.6	0.1	0.1
CLALLAM	7,668	7,404	4,931	2,115	358	7,403	516	1.7	0.0*	0.0*	0.0*
COWLITZ	8,708	11,150	10,335	370	445	11,145	8,464	21.9	3.6	1.2	1.2
GRAYS HARBOR	8,631	8,870	6,446	2,075	349	8,868	1,717	4.7	0.1	0.0*	0.0*
KING	191,930	189,713	156,309	20,792	12,612	189,033	72,571	9.7	0.6	0.1	0.1
KITSAP	20,304	22,947	18,014	3,409	1,524	22,895	3,696	4.4	0.2	0.0*	0.0*
PIERCE	64,171	61,240	47,171	8,889	5,180	60,853	25,555	9.5	0.8	0.3	0.3
SKAGIT	13,654	12,522	8,106	3,606	810	12,500	1,648	2.9	0.0*	0.0*	0.0*
SNOHOMISH	23,994	23,565	17,765	4,168	1,632	23,429	5,923	5.9	0.4	0.1	0.1
SPOKANE	93,973	103,293	82,081	13,723	7,489	103,076	38,067	8.9	0.5	0.1	0.1
WALLA WALLA	7,409	7,058	5,450	1,193	415	7,052	2,766	8.8	1.1	0.5	0.5
WHATCOM	13,360	12,955	9,164	2,865	926	12,953	4,394	7.9	0.2	0.0*	0.0*
RRB-TRAVELERS	653,731	655,985	525,157	56,092	74,736	653,285	247,405	8.4	0.3	0.0*	0.0*
AETNA	1,060,284	1,001,923	830,339	84,062	87,522	996,798	626,805	14.0	1.4	0.4	0.4
EQUITABLE	547,778	541,816	439,037	55,850	46,929	540,555	301,752	11.2	0.7	0.3	0.3
NATIONWIDE	1,295,448	1,145,311	963,718	82,200	99,393	1,138,340	750,091	14.4	0.8	0.1	0.1
PRUDENTIAL	2,121,172	2,028,583	1,734,443	149,028	145,112	2,018,237	1,348,097	16.0	1.6	0.6	0.6
TRAVELERS (RRB-EXCLUDED)	763,114	791,566	633,404	100,219	57,943	789,148	327,563	9.2	0.7	0.2	0.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	
	TOTAL	PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			ASSIGNED	UNASSIGNED		
	NUMBER		ASS'D. 1500'S RECEIVED	UNASS'D 1500'S RECEIVED		
TOTAL	6,030,178	23.3	29.3	11.0	0.6	3.5
BOSTON REGION	260,540	15.9	18.8	3.6	0.1	3.3
CONNECTICUT GENERAL	40,686	11.6	18.1	0.7	0.2	4.3
MASSACHUSETTS B/S	164,743	20.6	22.5	1.9	0.1	3.2
MASSACHUSETTS TRI-STATE	24,745	8.3	7.7	9.5	0.1	4.4
MAINE	1,213	0.9	1.2	0.0	0.2	4.7
NEW HAMPSHIRE	11,240	10.4	8.9	12.5	0.1	4.1
VERMONT	12,292	21.8	24.3	17.3	0.0*	4.3
RHODE ISLAND B/S	30,366	15.6	17.4	0.0	0.1	0.5
NEW YORK REGION	902,892	24.8	33.7	3.3	0.3	3.4
NEW JERSEY-PRUDENTIAL	239,744	23.0	34.3	2.4	0.6	1.6
N.Y.-BINGHAMTON B/S	149,467	22.9	29.6	3.4	0.5	4.1
N.Y.-NEW YORK B/S	429,376	29.0	39.0	4.8	0.0*	4.4
NEW YORK-GROUP HEALTH	84,154	31.9	40.5	0.1	0.0	0.8
PUERTO RICO B/S	151	0.1	0.1	0.0	0.6	9.0
PUERTO RICO	151	0.1	0.1	0.0	0.6	8.9
VIRGIN ISLANDS	0	0.0	0.0	0.0	0.7	22.7
PHILADELPHIA REGION	678,676	22.9	26.6	7.7	0.4	2.6
MARYLAND B/S	89,437	26.9	27.2	26.1	0.1	3.0
PENNSYLVANIA B/S	462,703	22.3	26.4	0.1	0.5	2.5
DELAWARE	19,960	27.7	35.1	0.2	0.2	2.3
DISTRICT OF COLUMBIA	80,047	29.7	37.6	0.2	0.3	2.9
PENNSYLVANIA	362,696	21.0	24.4	0.1	0.5	2.4
VIRGINIA-TRAVELERS	96,170	25.8	31.4	15.6	0.3	2.0
WEST VIRGINIA-NATIONWIDE	30,366	16.4	19.1	10.2	0.4	4.0
ATLANTA REGION	1,388,762	30.4	37.0	17.0	0.8	4.5
ALABAMA B/S	192,440	48.6	53.0	34.6	1.3	4.3
FLORIDA B/S	638,522	33.5	38.3	24.1	1.0	6.7
GEORGIA-PRUDENTIAL	82,958	16.8	23.6	3.5	0.4	0.7
KENTUCKY B/S	79,639	22.8	28.5	13.6	1.2	7.8
MISSISSIPPI-TRAVELERS	63,366	26.6	34.9	6.7	0.2	2.6
NORTH CAROLINA-PRUDENTIAL	168,083	28.6	38.6	4.5	0.5	3.2
SOUTH CAROLINA B/S	108,316	47.7	58.7	30.8	0.0*	0.1
TENNESSEE-EQUITABLE	55,438	14.8	21.4	3.8	0.3	2.5

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1986

CARRIER	REGION	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	
				TOTAL	HCFA-1500'S		PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED
					NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED			
CHICAGO	REGION	64.0	96.0	1,298,842	28.7	36.2	15.6	0.2	1.6
ILLINOIS B/S (HCSC)		60.3	100.9	153,022	16.7	21.3	9.7	0.1	1.1
INDIANA B/S		53.5	94.0	103,911	22.3	27.0	16.9	0.4	0.1
MICHIGAN B/S		86.6	97.8	575,056	46.5	51.7	12.7	0.0*	0.4
MINNESOTA B/S		36.3	97.5	53,813	40.3	40.7	40.2	0.3	5.3
MINNESOTA-TRAVELERS		48.9	96.3	74,634	49.2	55.6	43.2	0.4	3.1
OHIO-NATIONWIDE		56.1	88.5	243,789	22.0	31.3	10.0	0.6	3.7
WISCONSIN B/S		53.9	100.2	94,617	18.5	18.5	19.4	0.0	1.0
DALLAS	REGION	61.4	96.3	346,946	16.8	23.0	6.9	0.8	5.7
ARKANSAS B/S		71.2	86.8	27,559	10.4	12.0	6.4	0.4	3.3
LA.-ARK. B/S		63.9	89.1	49,803	14.9	20.7	4.7	0.8	7.3
NEW MEXICO-EQUITABLE		58.5	96.1	12,341	13.5	13.6	13.4	0.1	2.6
OKLAHOMA-AETNA		48.5	87.1	47,769	18.4	29.5	7.9	0.9	2.8
TEXAS B/S		61.5	102.9	209,474	18.8	26.3	6.7	0.9	6.6
KANSAS CITY	REGION	56.0	96.4	319,691	25.1	32.1	16.1	0.6	8.1
IOWA B/S		44.8	88.7	53,719	11.8	16.9	7.7	0.9	4.3
IOWA		48.7	85.8	47,890	15.3	18.8	12.0	0.6	3.6
NEBRASKA		36.2	95.2	5,829	4.1	11.3	0.0*	1.4	5.7
KANSAS B/S		72.0	99.6	53,415	24.0	25.1	21.3	0.0*	2.8
MISSOURI B/S		73.0	106.2	77,069	40.0	47.6	19.4	1.3	25.3
MISSOURI-GENERAL AMERICAN		51.7	98.5	135,488	33.4	41.9	24.3	0.2	6.1
DENVER	REGION	50.5	97.1	54,876	10.1	8.4	11.8	0.7	6.1
COLORADO B/S		57.9	97.2	26,135	10.7	10.3	11.3	0.6	6.2
MONTANA B/S		40.8	109.5	144	0.2	0.2	0.3	0.4	10.0
NORTH DAKOTA B/S		37.3	92.8	26,912	21.0	16.9	23.5	0.4	3.0
NORTH DAKOTA		40.7	92.3	21,400	31.2	22.7	37.0	0.3	2.6
SOUTH DAKOTA		33.3	93.5	5,512	9.3	8.6	9.6	0.6	3.4
UTAH B/S		58.5	96.7	1,306	1.4	0.2	3.2	1.5	7.8
WYOMING-EQUITABLE		37.1	86.6	379	2.0	4.4	0.5	0.2	0.8
SAN FRANCISCO	REGION	70.0	94.6	679,425	21.4	25.9	10.8	1.5	3.3
ARIZONA-NEVADA-AETNA		59.4	98.6	103,813	23.1	33.8	7.4	0.4	3.2
ARIZONA		55.7	94.6	88,364	23.7	36.2	7.9	0.4	3.2
NEVADA		77.5	118.3	15,449	20.2	25.2	2.7	0.2	2.9
CALIFORNIA B/S		68.5	92.8	254,830	21.4	25.8	12.0	0.5	4.6
CALIFORNIA-OCCIDENTAL		75.0	94.0	315,239	21.8	25.2	11.6	2.6	2.3
HAWAII-AETNA		64.2	107.0	5,543	6.2	5.9	6.8	0.3	3.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS			
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED				
							HCFA-1500'S	
			ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED				
SEATTLE REGION	45.6	98.1	94,514	12.0	17.5	7.4	0.4	2.6
ALASKA-OREGON-AETNA	43.4	90.6	39,382	15.0	20.6	10.8	0.5	2.8
ALASKA	61.6	99.4	205	2.4	3.9	0.0	1.2	5.5
OREGON	42.7	90.3	39,177	15.5	21.4	11.0	0.5	2.7
IDAHO-EQUITABLE	31.3	104.6	7,718	12.5	18.3	9.9	0.1	0.9
WASHINGTON B/S	48.7	101.4	47,414	10.2	15.9	4.8	0.3	2.7
CHELAN	32.9	97.4	134	1.3	1.5	1.3	0.1	6.6
CLALLAM	21.5	96.6	0	0.0	0.0	0.0	0.0*	11.7
COWLITZ	52.9	128.0	18	0.2	0.2	0.2	0.0*	2.2
GRAYS HARBOR	58.2	102.8	0	0.0	0.0	0.0	0.0*	2.3
KING	47.3	98.8	26,551	13.8	22.2	6.3	0.4	1.5
KITSAP	36.2	113.0	976	4.8	13.3	0.0	0.2	3.5
PIERCE	52.9	95.4	3,234	5.0	2.0	8.4	0.6	1.8
SKAGIT	32.2	91.7	1,471	10.8	8.4	11.9	0.2	3.9
SNOHOMISH	50.2	98.2	1,230	5.1	6.8	3.4	0.6	5.3
SPOKANE	57.5	109.9	13,345	14.2	23.3	1.9	0.2	3.0
WALLA WALLA	28.0	95.3	33	0.4	0.5	0.4	0.1	11.6
WHATCOM	51.3	97.0	422	3.2	6.0	0.1	0.0*	2.0
RRB-TRAVELERS	61.6	100.3	5,014	0.8	0.9	0.6	0.4	1.4
AETNA	53.2	94.5	196,507	18.5	27.3	8.5	0.5	3.0
EQUITABLE	57.3	98.9	75,876	13.9	19.5	6.3	0.2	2.3
NATIONWIDE	58.1	88.4	274,155	21.2	29.2	10.0	0.6	3.7
PRUDENTIAL	66.8	95.6	490,785	23.1	33.1	3.2	0.5	1.8
TRAVELERS (RRB-EXCLUDED)	63.2	103.7	234,170	30.7	36.4	20.9	0.3	2.4

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JANUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JANUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-90 DAYS
TOTAL	21,459,047	17.3	56.1	88.0	97.2	99.0	69.3	86.8	95.1 97.3
BOSTON REGION	1,678,743	19.8	50.4	83.6	95.3	98.1	61.1	76.0	88.4 93.2
CONNECTICUT GENERAL MASSACHUSETTS B/S	366,235	29.9	9.8	72.8	95.2	98.4	72.6	87.2	97.3 99.2
MASSACHUSETTS TRI-STATE	796,378	16.0	63.5	88.3	95.9	98.2	54.9	68.5	82.4 88.6
MAINE	296,758	24.0	39.0	78.6	94.4	98.2	54.3	74.7	88.9 94.6
NEW HAMPSHIRE	131,138	20.5	60.7	83.7	94.8	97.9	62.2	75.2	88.0 93.7
VERMONT	106,213	27.4	19.3	74.1	94.3	98.4	50.7	75.0	89.7 95.2
RHODE ISLAND B/S	59,407	25.6	26.4	75.7	93.7	98.4	48.6	73.3	89.0 94.8
	219,372	10.9	86.4	91.1	94.6	97.4	68.4	79.9	88.8 94.1
NEW YORK REGION	3,330,083	18.3	51.0	88.5	97.8	99.2	69.4	89.8	95.9 97.5
NEW JERSEY-PRUDENTIAL	1,045,948	18.2	58.6	86.9	97.2	99.0	76.2	89.1	94.7 97.0
N.Y.-BINGHAMTON B/S	548,675	13.7	73.2	95.8	99.0	99.6	76.1	93.3	98.3 99.3
N.Y.-NEW YORK B/S	1,451,156	19.0	39.3	87.9	98.4	99.5	796,122	65.3	91.2 98.7 99.6
NEW YORK-GROUP HEALTH	186,496	18.3	51.4	88.7	96.9	98.8	197,095	91.3	94.5 98.3 99.3
PUERTO RICO B/S	97,808	33.3	18.9	72.5	90.9	93.1	190,658	34.5	77.7 82.2 86.4
PUERTO RICO	97,403	33.2	18.9	72.5	90.9	93.1	190,322	34.5	77.8 82.2 86.4
VIRGIN ISLANDS	405	44.7	19.5	57.5	78.0	88.9	336	32.1	55.7 91.7 95.2
PHILADELPHIA REGION	2,927,082	12.1	76.8	92.7	97.9	99.1	950,157	76.3	88.6 95.6 97.7
MARYLAND B/S	330,199	22.3	38.6	82.2	95.5	97.8	206,001	74.3	85.6 94.7 97.1
PENNSYLVANIA B/S	2,006,241	8.5	90.9	95.6	98.2	99.3	470,077	78.2	87.3 94.4 96.9
DELAWARE	70,021	6.1	94.3	96.8	98.8	99.4	12,249	72.6	82.0 94.8 97.7
DISTRICT OF COLUMBIA	266,352	9.1	90.8	95.6	98.3	99.3	65,569	76.3	86.5 94.1 97.6
PENNSYLVANIA	1,669,868	8.5	90.7	95.6	98.2	99.2	392,259	78.7	87.6 94.4 96.8
VIRGINIA-TRAVELERS	427,719	16.6	62.5	89.9	97.9	99.2	159,662	80.5	91.9 98.0 99.2
WEST VIRGINIA-NATIONWIDE	162,923	23.0	18.2	84.7	98.2	99.7	114,417	66.0	94.6 99.0 99.8
ATLANTA REGION	4,044,951	13.9	72.4	91.5	97.7	99.0	2,227,960	75.0	88.6 95.4 97.0
ALABAMA B/S	378,811	8.5	87.1	94.7	98.5	99.6	111,301	45.6	89.3 95.1 97.2
FLORIDA B/S	1,615,341	11.7	84.1	92.6	96.9	98.4	767,369	69.1	82.9 91.6 93.7
GEORGIA-PRUDENTIAL	471,451	14.2	61.7	92.1	98.3	99.5	336,750	85.2	92.2 97.6 99.0
KENTUCKY B/S	268,171	21.9	30.5	79.4	97.9	99.4	221,214	63.0	90.0 97.4 98.8
MISSISSIPPI-TRAVELERS	217,921	13.3	83.3	93.2	98.3	99.1	105,187	83.6	94.3 99.2 99.6
NORTH CAROLINA-PRUDENTIAL	511,184	17.6	62.5	94.0	98.3	99.4	391,979	81.7	90.6 97.2 98.6
SOUTH CAROLINA B/S	209,177	13.9	72.3	84.3	98.4	99.6	78,311	86.2	92.0 97.9 99.1
TENNESSEE-EQUITABLE	372,895	18.1	57.1	90.8	97.5	99.2	215,849	87.3	94.0 97.4 98.5

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JANUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JANUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS					
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			1-15 DAYS	1-60 DAYS
			1-15 DAYS	1-30 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS		
CHICAGO REGION	4,335,831	19.0	52.9	83.2	97.0	2,378,707	60.0	82.4	93.3	96.3	
ILLINOIS B/S (HCSC)	925,444	15.8	69.2	90.9	98.1	408,896	65.7	83.4	94.9	98.4	
INDIANA B/S	438,906	27.8	45.8	49.4	95.0	309,053	39.7	73.9	94.5	97.7	
MICHIGAN B/S	1,209,797	18.4	60.7	83.9	95.5	691,576	50.9	71.2	84.8	90.2	
MINNESOTA B/S	130,100	16.4	65.5	86.8	96.0	61,709	60.8	81.9	92.7	96.6	
MINNESOTA-TRAVELERS	145,925	13.9	64.3	95.2	97.8	62,714	82.8	92.4	97.7	99.2	
OHIO-NATIONWIDE	982,388	21.7	23.4	86.7	98.4	635,674	69.0	94.6	99.0	99.8	
WISCONSIN B/S	503,271	15.4	61.9	85.7	98.1	209,085	74.1	90.2	97.8	99.3	
DALLAS REGION	1,981,560	21.5	36.3	86.1	96.1	1,275,741	70.2	89.5	96.8	98.7	
ARKANSAS B/S	229,873	24.2	13.0	87.4	98.6	197,227	70.4	96.2	99.3	99.7	
LA.-ARK. B/S	290,873	25.9	20.8	82.7	94.6	245,372	66.3	88.3	95.2	97.4	
NEW MEXICO-EQUITABLE	87,737	22.0	39.1	78.8	96.3	63,781	83.5	92.0	97.5	99.4	
OKLAHOMA-AETNA	224,103	18.6	33.7	93.5	98.6	145,026	79.3	95.5	99.2	99.9	
TEXAS B/S	1,148,974	20.3	45.1	85.9	95.4	624,335	68.2	86.2	96.0	98.4	
KANSAS CITY REGION	1,209,251	16.6	61.4	87.5	96.2	582,087	71.8	89.7	96.3	98.4	
IOWA B/S	403,355	12.5	76.9	94.7	99.1	181,073	85.4	95.9	99.3	99.8	
IOWA	268,704	11.6	79.9	95.5	99.3	118,236	88.0	97.0	99.5	99.8	
NEBRASKA	134,651	14.4	70.9	92.9	98.5	62,837	80.5	93.6	98.9	99.7	
KANSAS B/S	201,627	14.5	74.5	85.0	93.5	80,647	72.7	86.2	94.3	97.0	
MISSOURI B/S	204,670	15.9	69.6	88.4	94.9	70,329	70.4	83.9	91.7	95.5	
MISSOURI-GENERAL AMERICAN	399,599	22.0	34.9	81.1	95.3	250,038	62.0	88.0	96.1	98.6	
DENVER REGION	524,522	18.0	67.0	80.9	96.7	255,981	62.0	83.9	94.8	97.6	
COLORADO B/S	236,987	11.8	87.8	92.9	98.2	59,743	74.0	87.1	96.8	98.7	
MONTANA B/S	65,512	35.1	15.8	40.5	92.0	60,139	48.4	77.2	92.4	97.9	
NORTH DAKOTA B/S	115,723	18.2	54.0	74.5	99.1	77,567	57.6	88.4	99.5	100.0	
NORTH DAKOTA	61,638	16.4	59.8	80.1	99.4	36,140	59.5	90.8	99.6	100.0	
SOUTH DAKOTA	54,085	20.1	47.4	68.2	98.7	41,427	56.0	86.3	99.4	99.9	
UTAH B/S	89,635	23.8	62.4	84.0	92.9	49,789	66.0	79.0	87.0	92.0	
WYOMING-EQUITABLE	16,665	5.9	87.5	96.8	99.3	8,743	90.6	95.7	99.5	99.7	
SAN FRANCISCO REGION	2,999,219	21.4	28.8	87.4	97.0	2,244,695	70.0	87.2	96.8	98.7	
ARIZONA-NEVADA-AETNA	441,368	22.2	31.6	83.5	96.6	288,076	67.0	84.7	95.4	98.1	
ARIZONA	351,285	22.4	27.6	82.8	97.0	246,534	67.1	85.7	96.0	98.6	
NEVADA	90,083	21.7	47.1	86.0	95.0	41,542	66.7	79.4	91.8	95.6	
CALIFORNIA B/S	1,103,225	22.7	27.1	84.1	95.8	959,329	58.5	80.8	95.5	98.1	
CALIFORNIA-OCCIDENTAL	1,359,604	19.9	29.4	91.7	98.0	938,271	82.7	94.0	98.5	99.4	
HAWAII-AETNA	95,022	24.1	27.0	81.8	98.5	59,019	68.1	93.4	98.1	99.2	

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JANUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JANUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
SEATTLE REGION	771,820	14.0	70.0	92.8	98.9	315,620	81.4	93.7	98.7
ALASKA-OREGON-AETNA	236,736	15.6	59.3	91.7	98.8	133,574	80.4	93.6	98.9
ALASKA	8,531	11.9	79.5	90.0	98.9	2,725	74.5	87.9	98.3
OREGON	228,205	15.7	58.6	91.8	98.8	130,849	80.6	93.7	98.9
IDAHO-EQUITABLE	64,519	8.3	90.4	98.7	99.9	13,201	96.4	98.4	99.5
WASHINGTON B/S	470,565	14.0	72.5	92.5	98.8	168,845	80.9	93.4	98.4
CHELAN	9,848	13.0	84.1	93.8	97.9	3,528	79.0	91.4	98.5
CLALLAM	7,404	2.6	99.4	100.0	100.0	516	98.6	99.6	99.6
COWLITZ	11,150	34.7	1.0	33.4	97.3	8,464	59.5	83.7	94.5
GRAYS HARBOR	8,870	9.6	94.8	99.8	100.0	1,717	92.0	98.3	99.9
KING	189,713	13.8	73.9	93.1	99.3	72,571	79.2	94.2	99.2
KITSAP	22,947	11.1	85.4	96.8	99.5	3,696	85.1	95.4	99.2
PIERCE	61,240	13.9	81.6	93.5	97.6	25,555	80.3	91.8	97.3
SKAGIT	12,522	3.9	98.4	99.6	99.9	1,648	97.0	99.8	99.9
SNOHOMISH	23,565	8.5	91.8	97.1	99.3	5,923	84.8	94.0	98.6
SPOKANE	103,293	17.1	54.3	92.5	98.0	38,067	85.6	94.4	98.6
WALLA WALLA	7,058	13.8	85.1	94.7	97.8	2,766	80.4	88.1	94.8
WHATCOM	12,955	12.4	87.7	97.1	99.3	4,394	94.4	97.5	99.6
RRB-TRAVELERS	655,985	14.0	73.7	95.2	98.2	247,405	88.0	97.0	99.6
AETNA	997,229	20.0	38.2	87.5	97.7	625,695	72.8	90.0	97.3
EQUITABLE	541,816	17.2	59.1	90.0	97.6	301,574	87.0	93.8	97.6
NATIONWIDE	1,145,311	21.9	22.7	86.4	98.4	750,091	68.6	94.6	99.0
PRUDENTIAL	2,028,583	17.1	60.3	89.9	97.8	1,348,097	80.0	90.3	96.2
TRAVELERS (RRB-EXCLUDED)	791,565	15.2	68.6	91.8	98.0	327,563	81.9	92.8	98.3

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS
TOTAL	16,482,776	15.9	60.2	89.2	97.4	7,976,271	20.3	47.5	85.5	96.9
BOSTON REGION	1,356,291	18.1	57.3	85.1	95.6	322,452	26.9	21.6	77.2	94.2
CONNECTICUT GENERAL MASSACHUSETTS B/S	229,678	28.2	15.2	73.8	95.6	136,557	32.7	0.7	71.0	94.4
MASSACHUSETTS TRI-STATE	721,678	15.4	66.3	88.7	96.1	74,700	22.0	36.6	85.0	93.3
MAINE	201,722	23.5	43.4	79.0	94.2	95,036	25.0	29.7	77.9	94.7
NEW HAMPSHIRE	99,582	20.7	60.5	83.2	94.7	31,556	20.0	61.2	85.3	95.2
VERMONT	63,220	27.1	23.5	73.8	94.2	42,993	27.8	13.0	74.4	94.4
RHODE ISLAND B/S	38,920	25.0	31.7	76.6	93.3	20,487	26.8	16.4	73.9	94.7
	203,213	10.8	86.7	91.3	94.7	16,159	12.2	82.1	88.5	93.3
NEW YORK REGION	2,400,649	17.2	54.7	88.8	97.9	929,434	21.0	41.5	87.7	97.7
NEW JERSEY-PRUDENTIAL	685,004	17.6	60.6	87.0	97.1	360,944	19.4	54.9	86.6	97.5
N.Y.-BINGHAMTON B/S	410,194	12.7	75.2	96.7	99.0	138,481	16.7	67.4	93.2	98.7
N.Y.-NEW YORK B/S	1,084,351	17.7	46.0	87.9	98.2	366,805	22.8	19.5	87.8	99.1
NEW YORK-GROUP HEALTH	137,897	17.6	54.2	88.3	97.1	48,599	20.2	43.6	89.5	96.3
PUERTO RICO B/S	83,203	28.2	20.2	75.2	95.3	14,605	61.9	11.6	56.9	68.8
PUERTO RICO	82,997	28.2	20.2	75.2	95.3	14,406	62.2	11.5	56.9	68.5
VIRGIN ISLANDS	206	46.9	18.4	55.3	77.7	199	42.5	20.6	59.8	78.4
PHILADELPHIA REGION	2,339,191	11.1	79.4	93.2	98.0	587,891	16.0	66.4	90.5	97.6
MARYLAND B/S	261,106	22.4	38.4	81.4	95.2	69,093	22.0	39.6	85.1	96.5
PENNSYLVANIA B/S	1,683,443	7.8	92.3	96.1	98.4	322,798	12.4	83.2	93.4	97.7
DELAWARE	54,883	6.1	94.5	97.0	98.7	15,138	5.9	93.6	96.0	98.9
DISTRICT OF COLUMBIA	208,204	8.0	92.7	96.2	98.5	58,148	12.9	84.0	93.5	97.6
PENNSYLVANIA	1,420,356	7.8	92.2	96.0	98.3	249,512	12.7	82.4	93.2	97.6
VIRGINIA-TRAVELERS	282,313	16.1	63.2	90.5	98.0	145,406	17.5	61.2	88.9	97.8
WEST VIRGINIA-NATIONWIDE	112,329	21.7	21.6	85.0	98.3	50,594	25.8	10.5	84.0	98.0
ATLANTA REGION	2,657,692	12.5	73.6	93.1	97.8	1,387,259	16.6	69.9	88.4	97.4
ALABAMA B/S	287,630	7.9	88.6	95.3	98.6	91,181	10.2	82.5	92.8	98.0
FLORIDA B/S	1,042,966	10.9	85.4	93.2	97.0	572,375	13.2	81.9	91.5	96.8
GEORGIA-PRUDENTIAL	317,045	13.3	65.5	92.7	98.6	154,406	16.1	54.0	90.7	97.7
KENTUCKY B/S	165,135	18.7	38.4	89.8	98.3	103,036	27.1	17.8	62.9	97.3
MISSISSIPPI-TRAVELERS	158,662	13.1	86.1	94.1	98.3	59,259	13.8	75.8	90.9	98.3
NORTH CAROLINA-PRUDENTIAL	335,965	15.0	48.8	93.3	98.4	175,219	22.6	88.7	95.3	98.2
SOUTH CAROLINA B/S	127,429	9.5	84.6	94.5	99.0	81,748	20.8	53.0	68.4	97.4
TENNESSEE-EQUITABLE	222,860	17.7	59.3	90.8	97.5	150,035	18.8	53.9	90.9	97.4

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-60 DAYS		
CHICAGO REGION	2,779,761	17.0	58.5	85.1	97.1	98.9	22.6	43.0	79.9	96.9	99.0	99.0
ILLINOIS B/S (HCSC)	561,573	15.0	71.6	91.8	98.4	99.7	17.0	65.3	89.6	97.5	99.3	99.3
INDIANA B/S	243,974	19.7	54.5	59.6	95.5	98.4	38.0	34.8	36.7	94.4	98.4	98.4
MICHIGAN B/S	1,034,790	17.2	64.0	84.8	95.9	98.2	25.8	41.4	78.4	93.0	97.2	97.2
MINNESOTA B/S	47,415	17.3	62.1	85.3	95.5	98.1	15.9	67.4	87.7	96.2	98.1	98.1
MINNESOTA-TRAVELERS	77,507	12.2	64.4	95.3	97.6	99.0	15.8	64.0	95.1	98.1	99.3	99.3
OHIO-NATIONWIDE	545,715	18.7	33.9	88.2	98.6	99.7	25.4	10.2	84.7	98.2	99.7	99.7
WISCONSIN B/S	268,787	15.6	61.1	85.5	98.0	99.2	15.2	62.7	86.0	98.3	99.4	99.4
DALLAS REGION	1,230,255	19.9	41.0	87.9	96.7	99.0	24.0	28.5	83.3	95.1	98.6	98.6
ARKANSAS B/S	169,822	23.8	14.6	88.1	98.6	99.7	25.5	8.6	85.3	98.5	99.8	99.8
LA.-ARK. B/S	182,529	23.3	28.2	85.5	95.6	98.4	30.3	8.4	78.1	93.1	97.3	97.3
NEW MEXICO-EQUITABLE	57,719	20.6	44.4	79.4	97.0	99.6	24.7	28.9	77.6	94.8	99.3	99.3
OKLAHOMA-AETNA	105,723	17.1	41.0	94.2	98.7	99.7	20.0	27.1	92.9	98.5	99.8	99.8
TEXAS B/S	714,462	18.5	50.3	88.2	96.2	98.9	23.3	36.7	82.1	94.2	98.4	98.4
KANSAS CITY REGION	680,557	14.7	69.4	88.7	96.3	98.8	19.0	51.0	86.0	96.0	99.1	99.1
IOWA B/S	183,854	10.0	86.8	96.0	99.3	99.8	14.7	68.6	93.6	98.9	99.7	99.7
IOWA	132,812	9.5	87.9	96.4	99.4	99.8	13.6	72.1	94.7	99.3	99.9	99.9
NEBRASKA	51,042	11.2	83.9	94.9	99.0	99.6	16.4	63.0	91.8	98.2	99.6	99.6
KANSAS B/S	143,582	13.4	76.9	87.1	94.5	98.2	17.2	68.4	80.0	90.8	97.7	97.7
MISSOURI B/S	148,724	14.3	76.8	90.2	95.3	97.8	20.2	50.6	83.8	93.9	98.0	98.0
MISSOURI-GENERAL AMERICAN	204,397	20.1	43.1	82.1	95.7	99.2	24.0	26.3	80.0	95.0	99.0	99.0
DENVER REGION	270,533	17.3	71.8	83.8	96.6	98.5	18.7	61.9	77.9	96.8	99.1	99.1
COLORADO B/S	139,759	11.0	89.6	94.2	98.6	99.6	13.0	85.1	91.2	97.5	99.3	99.3
MONTANA B/S	27,026	34.7	23.3	42.8	91.5	97.6	35.3	10.6	38.8	92.3	98.7	98.7
NORTH DAKOTA B/S	43,528	18.3	53.1	73.8	99.3	99.9	18.0	54.5	75.0	98.9	99.9	99.9
NORTH DAKOTA	25,373	17.3	56.0	77.9	99.4	100.0	15.8	62.4	81.7	99.3	100.0	100.0
SOUTH DAKOTA	18,155	19.8	49.2	68.1	99.1	99.9	20.3	46.4	68.3	98.5	99.9	99.9
UTAH B/S	53,986	25.5	62.8	83.9	91.7	94.5	21.1	61.7	84.3	94.6	97.4	97.4
WYOMING-EQUITABLE	6,234	5.2	90.2	97.4	99.4	99.8	6.3	85.9	96.4	99.2	99.7	99.7
SAN FRANCISCO REGION	2,009,999	20.1	32.5	88.3	97.4	99.2	24.0	21.2	85.5	96.2	99.1	99.1
ARIZONA-NEVADA-AETNA	260,979	20.8	39.7	84.2	96.6	99.0	24.3	19.9	82.5	96.5	99.0	99.0
ARIZONA	191,240	20.7	36.6	83.4	97.1	99.3	24.4	16.9	82.2	96.9	99.3	99.3
NEVADA	69,739	21.1	48.3	86.3	95.4	97.9	23.7	43.0	84.9	93.7	97.1	97.1
CALIFORNIA B/S	687,115	20.9	31.6	84.9	96.4	99.1	25.6	19.7	82.6	94.9	99.1	99.1
CALIFORNIA-OCCIDENTAL	1,001,679	19.2	31.6	92.1	98.1	99.3	21.9	23.0	90.7	97.5	99.0	99.0
HAWAII-AETNA	60,226	24.1	27.3	81.3	98.6	99.5	24.1	26.4	82.5	98.3	99.4	99.4

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS
SEATTLE REGION	354,357	13.8	73.1	92.3	98.7	417,463	14.3	67.3	93.2	99.8
ALASKA-OREGON-AETNA	101,261	14.0	73.8	91.5	98.8	135,475	16.7	48.5	91.9	99.8
ALASKA	5,002	10.8	82.9	92.0	99.2	3,529	13.4	74.8	87.2	99.4
OREGON	96,259	14.2	73.3	91.5	98.8	131,946	16.8	47.8	92.0	99.8
IDAHO-EQUITABLE	21,436	8.5	89.5	98.9	99.9	43,083	8.2	90.9	98.5	100.0
WASHINGTON B/S	231,660	14.1	71.3	92.0	98.6	238,905	14.0	73.8	93.0	99.7
CHELAN	3,366	14.8	78.6	88.2	96.3	6,482	12.0	86.9	96.6	99.6
CLALLAM	1,588	2.6	99.3	99.9	100.0	5,816	2.6	99.4	100.0	100.0
COWLITZ	6,160	34.2	0.7	34.9	97.6	4,990	35.4	1.4	31.6	99.2
GRAYS HARBOR	5,082	9.4	95.2	98.8	99.7	3,788	9.9	94.2	99.3	100.0
KING	92,097	13.7	71.4	93.1	99.3	97,616	13.8	76.3	93.2	100.0
KITSAP	8,060	10.1	87.5	96.7	99.5	14,887	11.6	84.2	96.9	99.9
PIERCE	30,929	13.9	80.8	93.3	97.3	30,311	14.0	82.5	93.7	99.3
SKAGIT	4,131	3.2	98.2	99.4	99.8	8,391	4.2	98.5	99.7	100.0
SNOHOMISH	12,016	8.3	92.2	97.2	99.3	11,549	8.7	91.3	96.9	99.7
SPOKANE	59,226	16.3	59.3	92.2	97.9	44,067	18.2	47.5	92.9	99.4
WALLA WALLA	2,266	14.6	83.9	93.8	97.2	4,792	13.4	85.6	95.1	99.4
WHATCOM	6,739	11.7	89.9	97.1	99.2	6,216	13.2	85.3	97.1	99.3
RRB-TRAVELERS	403,491	13.8	76.4	95.1	97.9	252,494	14.2	69.3	95.5	99.4
AETNA	528,189	19.1	45.1	87.3	97.7	469,040	21.0	30.5	87.8	99.5
EQUITABLE	308,249	17.4	59.3	89.4	97.6	233,567	17.0	58.9	90.8	99.4
NATIONWIDE	658,044	19.2	31.8	87.7	98.5	487,267	25.4	10.3	84.6	99.7
PRUDENTIAL	1,338,014	15.9	58.8	89.9	97.8	690,569	19.5	63.3	89.7	99.2
TRAVELERS (RRB-EXCLUDED)	518,482	14.6	70.4	92.3	98.0	273,083	16.3	65.1	90.9	99.3

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	8,540,839	69.6	86.8	94.8	97.0	4,999,299	68.6	86.9	95.7	97.9
BOSTON REGION	771,766	60.9	75.0	87.6	92.5	270,162	61.8	78.9	90.9	95.3
CONNECTICUT GENERAL MASSACHUSETTS B/S	175,401	74.0	88.2	97.7	99.3	127,757	70.7	85.8	96.7	99.0
MASSACHUSETTS TRI-STATE	404,279	55.5	68.6	82.6	88.8	57,672	50.5	67.4	80.6	87.8
MAINE	116,809	55.7	74.4	88.5	94.3	68,286	51.9	75.3	89.6	95.2
NEW HAMPSHIRE	51,400	62.2	75.1	88.0	93.7	14,735	62.0	75.4	88.1	93.7
VERMONT	42,828	50.0	73.5	89.3	94.8	36,141	51.4	76.8	90.1	95.6
RHODE ISLAND B/S	22,581	51.8	74.4	88.4	94.4	17,410	44.5	71.9	89.7	95.4
	75,277	67.4	79.9	89.2	94.3	16,447	73.1	79.8	87.2	93.2
NEW YORK REGION	1,478,657	69.9	89.9	95.8	97.4	541,200	68.3	89.5	95.9	97.7
NEW JERSEY-PRUDENTIAL	461,787	77.7	89.9	95.1	97.3	157,581	71.5	86.6	93.3	96.3
N.Y.-BINGHAMTON B/S	155,426	76.2	93.8	98.4	99.3	61,188	75.9	92.0	98.2	99.3
N.Y.-NEW YORK B/S	550,291	64.2	90.2	98.5	99.5	245,831	67.8	93.4	99.3	99.8
NEW YORK-GROUP HEALTH	162,385	93.8	96.2	99.0	99.5	34,710	79.6	86.5	95.1	98.7
PUERTO RICO B/S	148,768	33.3	77.9	82.1	86.1	41,890	38.7	77.1	82.5	87.6
PUERTO RICO	148,507	33.3	77.9	82.1	86.0	41,815	38.7	77.2	82.5	87.6
VIRGIN ISLANDS	261	35.2	53.3	92.3	96.2	75	21.3	64.0	89.3	92.0
PHILADELPHIA REGION	736,632	78.3	89.1	95.5	97.5	213,525	69.2	86.8	96.1	98.2
MARYLAND B/S	162,946	74.3	85.5	94.5	97.0	43,055	74.3	85.9	95.3	97.3
PENNSYLVANIA B/S	396,297	80.7	88.3	94.5	96.9	73,780	64.5	81.6	93.7	97.1
DELAWARE	10,470	74.8	82.6	95.3	97.7	1,779	59.7	78.6	92.3	97.3
DISTRICT OF COLUMBIA	51,523	79.4	88.3	94.7	98.1	14,046	64.9	79.7	91.5	95.6
PENNSYLVANIA	334,304	81.1	88.5	94.4	96.7	57,955	64.5	82.1	94.3	97.4
VIRGINIA-TRAVELERS	100,282	83.5	93.4	98.1	99.2	59,380	75.4	89.3	98.0	99.2
WEST VIRGINIA-NATIONWIDE	77,107	67.6	94.9	99.1	99.8	37,310	62.8	94.0	98.8	99.8
ATLANTA REGION	1,462,637	77.6	90.2	95.8	97.3	765,323	70.0	85.7	94.5	96.4
ALABAMA B/S	81,103	35.3	89.7	95.1	97.1	30,198	73.2	88.0	95.1	97.4
FLORIDA B/S	487,797	70.8	83.5	91.9	94.1	279,572	66.0	81.9	91.0	92.9
GEORGIA-PRUDENTIAL	226,526	87.6	93.5	98.0	99.1	110,224	80.2	89.6	96.9	98.7
KENTUCKY B/S	120,274	69.6	92.8	97.5	98.8	100,940	55.2	86.7	97.2	98.8
MISSISSIPPI-TRAVELERS	70,150	84.5	94.9	99.2	99.6	35,037	81.7	93.1	99.2	99.6
NORTH CAROLINA-PRUDENTIAL	289,622	87.6	93.6	98.1	99.1	102,357	65.0	81.9	94.7	97.3
SOUTH CAROLINA B/S	52,406	89.5	94.7	98.4	99.3	25,905	79.5	86.4	96.9	98.8
TENNESSEE-EQUITABLE	134,759	88.5	95.1	97.7	98.6	81,090	85.3	92.2	97.0	98.5

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION						
		1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS				
CHICAGO REGION	1,417,856	60.5	81.3	92.3	95.5	960,851	59.2	84.0	94.8	97.6		
ILLINOIS B/S (HCSC)	228,982	66.5	84.1	95.6	98.8	179,914	64.8	82.5	94.0	97.8		
INDIANA B/S	133,944	41.9	74.6	93.6	96.8	175,109	38.1	73.4	95.2	98.4		
MICHIGAN B/S	572,037	52.1	71.9	85.6	90.6	119,539	45.4	67.5	81.3	88.5		
MINNESOTA B/S	22,986	60.3	82.4	92.7	96.5	38,723	61.1	81.6	92.8	96.6		
MINNESOTA-TRAVELERS	30,331	81.6	91.4	97.2	98.9	32,383	83.9	93.4	98.1	99.4		
OHIO-NATIONWIDE	314,292	71.9	95.0	99.0	99.7	321,382	66.1	94.3	99.0	99.9		
WISCONSIN B/S	115,284	75.2	90.4	97.7	99.2	93,801	72.7	89.9	97.8	99.4		
DALLAS REGION	733,908	72.7	90.5	97.1	98.7	541,833	66.8	88.1	96.3	98.5		
ARKANSAS B/S	133,490	73.9	96.2	99.2	99.7	63,737	63.0	96.2	99.5	99.8		
LA.-ARK. B/S	147,714	70.1	89.8	96.0	97.8	97,658	60.5	86.2	94.1	96.8		
NEW MEXICO-EQUITABLE	37,594	84.5	92.7	97.7	99.5	26,187	82.1	91.1	97.3	99.4		
OKLAHOMA-AETNA	67,406	79.9	95.8	99.2	99.8	77,620	78.8	95.3	99.1	99.9		
TEXAS B/S	347,704	70.6	87.5	96.3	98.5	276,631	65.1	84.5	95.5	98.4		
KANSAS CITY REGION	288,598	73.7	89.3	95.8	98.0	293,489	69.9	90.1	96.9	98.7		
IOWA B/S	70,489	90.0	96.7	99.4	99.8	110,584	82.4	95.3	99.2	99.8		
IOWA	51,231	91.7	97.4	99.5	99.8	67,005	85.1	96.8	99.5	99.8		
NEBRASKA	19,258	85.5	94.7	99.1	99.7	43,579	78.3	93.2	98.8	99.7		
KANSAS B/S	55,138	75.8	87.8	94.8	97.3	25,509	65.9	83.0	93.0	96.4		
MISSOURI B/S	45,193	71.4	82.5	90.8	94.9	25,136	68.5	86.5	93.4	96.6		
MISSOURI-GENERAL AMERICAN	117,778	63.8	88.2	96.0	98.5	132,260	60.4	87.8	96.3	98.6		
DENVER REGION	115,804	63.6	83.7	93.8	96.5	140,177	60.7	84.0	95.6	98.6		
COLORADO B/S	30,108	74.3	86.9	96.9	98.7	29,635	73.7	87.3	96.6	98.8		
MONTANA B/S	22,893	48.4	77.5	92.1	97.4	37,246	48.4	77.1	92.6	98.3		
NORTH DAKOTA B/S	29,118	57.9	88.7	99.5	100.0	48,449	57.5	88.2	99.5	100.0		
NORTH DAKOTA	15,726	59.5	90.8	99.6	100.0	20,414	59.5	90.8	99.6	100.0		
SOUTH DAKOTA	13,392	56.0	86.3	99.4	99.9	28,035	56.0	86.3	99.5	99.9		
UTAH B/S	30,450	67.0	79.0	86.0	90.0	19,339	64.4	79.0	88.6	95.2		
WYOMING-EQUITABLE	3,235	92.4	97.2	99.4	99.6	5,508	89.6	94.8	99.5	99.8		
SAN FRANCISCO REGION	1,246,857	64.8	86.5	96.6	98.5	997,838	76.5	88.1	97.1	98.9		
ARIZONA-NEVADA-AETNA	158,979	65.6	84.1	94.9	97.8	129,097	68.8	85.5	96.0	98.5		
ARIZONA	127,122	65.2	85.1	95.7	98.4	119,412	69.1	86.2	96.3	98.7		
NEVADA	31,857	67.1	80.2	91.8	95.5	9,685	65.2	76.6	91.8	96.0		
CALIFORNIA B/S	638,152	59.2	83.7	96.1	98.2	321,177	57.3	75.1	94.5	98.0		
CALIFORNIA-OCCIDENTAL	412,318	72.6	90.9	97.9	99.1	525,953	90.6	96.5	99.0	99.6		
HAWAII-AETNA	37,408	70.0	94.5	98.4	99.2	21,611	65.0	91.5	97.7	99.0		

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JANUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	137,916	81.5	93.1	98.4	99.4	177,704	81.3	94.1	98.9	99.6
ALASKA-OREGON-AETNA	52,199	83.5	93.0	98.8	99.7	81,375	78.5	94.0	99.0	99.8
ALASKA	1,605	77.4	89.1	98.8	99.9	1,120	70.3	86.1	97.6	99.6
OREGON	50,594	83.7	93.1	98.8	99.7	80,255	78.6	94.1	99.0	99.8
IDAHO-EQUITABLE	4,304	96.0	97.7	99.3	99.6	8,897	96.6	98.7	99.7	99.8
WASHINGTON B/S	81,413	79.4	93.0	98.1	99.2	87,432	82.3	93.8	98.7	99.4
CHELAN	1,041	68.7	90.4	97.4	98.8	2,487	83.3	91.9	99.0	99.6
CLALLAM	117	97.4	99.1	99.1	99.1	399	99.0	99.7	99.7	99.7
COWLITZ	4,482	59.8	84.0	94.5	98.4	3,982	59.3	83.4	94.5	98.0
GRAYS HARBOR	979	90.6	98.1	99.9	100.0	738	93.9	98.5	100.0	100.0
KING	33,895	77.9	93.5	98.9	99.4	38,676	80.3	94.7	99.5	99.8
KITSAP	1,573	85.9	95.0	99.0	99.8	2,123	84.5	95.7	99.2	99.8
PIERCE	12,795	79.7	92.0	96.8	98.4	12,760	80.9	91.6	97.8	98.9
SKAGIT	419	96.7	100.0	100.0	100.0	1,229	97.1	99.8	99.8	99.9
SNOHOMISH	3,201	85.8	94.2	98.8	99.3	2,722	83.6	93.7	98.3	99.1
SPOKANE	20,105	83.0	93.9	98.4	99.2	17,962	88.5	94.8	98.8	99.4
WALLA WALLA	721	73.5	81.8	89.3	98.2	2,045	82.8	90.3	96.7	98.8
WHATCOM	2,085	93.7	97.2	99.7	99.9	2,309	95.1	97.8	99.5	99.7
RRB-TRAVELERS	150,208	90.6	97.7	99.5	99.7	97,197	84.0	95.8	99.6	99.8
AETNA	315,992	72.1	89.3	96.9	98.7	309,703	73.6	90.6	97.7	99.2
EQUITABLE	179,892	87.9	94.7	97.7	98.8	121,682	85.6	92.6	97.3	98.9
NATIONWIDE	391,399	71.1	95.0	99.1	99.8	358,692	65.8	94.3	99.0	99.9
PRUDENTIAL	977,935	82.9	91.8	96.7	98.2	370,162	72.3	86.2	94.8	97.3
TRAVELERS (RRB-EXCLUDED)	200,763	83.6	93.6	98.3	99.3	126,800	79.3	91.4	98.4	99.4

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

- A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.
- B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).
- C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.



3 8095 00014438 2

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.